Local Area Network (LAN)

Service Description

The Local Area Network (LAN) Service provides LAN infrastructure (both wired and wireless), within a building or campus environment, which enables data communication among local resources within an organization.

1. **LAN Support:** Support for agency-owned/leased switches, routers, wireless access points and physical firewall devices within an agency facility. This includes capacity planning, monitoring services, fault resolution, performance analysis and advanced configurations to enhance security. Admin offers support on an 8/5 or 24/7 basis.

   For virtual firewalls, Admin provides hosts, and maintains and refreshes all virtual firewall infrastructure in the State Data Center.

   Cable and wiring projects to enable LAN services are provided separately from monthly service.

Customer Benefits

- **Cost savings –** More cost effective than purchasing dedicated circuits from an outside provider.
- **Efficiency –** Sharing common equipment and resources allows for more cost-efficient operations and support.
- **Support –** Monitoring and response by skilled Admin technical staff ensures maximum LAN performance management and troubleshooting.
- **Collaboration –** Users can connect to important business information wherever they are in a wired or wireless LAN coverage area to improve their ability to collaborate with fellow employees and guests.

Service Rates

Service Offering	Cost per Month	
	Support Level	
LAN Support	**8x5**	**24/7**
Network Device – Tier 1	Contact ARM	Contact ARM
Network Device – Tier 2	Contact ARM	Contact ARM
Network Device – Tier 3	Contact ARM	Contact ARM
Network Device – Tier 4	Contact ARM	Contact ARM
Network Device – Tier 5	Contact ARM	Contact ARM
Network Device – Tier 6	Contact ARM	Contact ARM
CISCO 6504PE	NA	Contact ARM

Service Offering	Cost per Month	
	Support Level	
CISCO 6506PE	NA	Contact ARM
CISCO 6509PE	NA	Contact ARM
CISCO 6513PE	NA	Contact ARM
RMT409	NA	Contact ARM
Physical Firewall – Tier 1	Contact ARM	Contact ARM
Physical Firewall – Tier 2	Contact ARM	Contact ARM
Virtual Firewalls		
Virtual Firewall – Small	NA	Contact ARM
Virtual Firewall – Medium	NA	Contact ARM
Virtual Firewall – Large	NA	Contact ARM
Cable and Wiring		
Cable and wiring projects	Varies by project	

Local Area Network (LAN) – Service Detail

This Admin service includes:

1. LAN Support

Hardware
- Installation and configuration of agency-owned/leased network devices and firewalls.
- Division of network devices and physical firewalls into tiers based on size and complexity. A list of specific devices within each tier is available from Admin.
- Advice for agencies during the procurement process. However, the agency is responsible for determining equipment that will meet agency needs.
- Support of Cisco, Juniper and Palo Alto products. Equipment must be a vendor-supported model (i.e., not end-of-life).
- Provision, hosting, maintenance and refreshing Admin of all virtual firewall infrastructure in the State Data Center. Virtual firewalls are designated as:
  - o Small virtual firewall — up to three interfaces.
  - o Medium virtual firewall — four interfaces.
  - o Large virtual firewall — five or more interfaces.

Software
- Management and monitoring of software tools and technologies associated with local area network and firewall management such as: usage reporting, monitoring, performance analysis and reporting, alert and event management, problem determination, etc. Depending on customer equipment, certain software tools and capabilities may not be available. Admin will inform the agency of such limitations.

Support and Administration

- Monitoring, alerting and providing incident resolution through the DTO Service Desk and technical support staff.
- Support is available at two levels:
  - **8/5 Next Business Day (work-week business hours):** Admin staff member will be assigned and the customer will be contacted no later than the next business day during normal business hours.
  - **24/7 (24 hours a day, seven days a week):** Admin provides support on a 24/7 basis.

Related Services

A LAN customer might also be interested in these Admin services which are offered separately:

- MetroNet

Service Level Objectives

Service Level Targets

TBD

Additional Service Notes

- Cable and wiring projects are not included in the monthly LAN support service and are provided separately. Admin will provide a cost estimate before beginning work. Agencies will be charged the actual cost to complete the project, including labor, materials, vendor costs, etc.
- Wireless network performance may vary based on location of the rooms, construction of the rooms, existing infrastructure, etc. Wireless LAN is a shared technology and offers no guarantees for consistent bandwidth or performance.
- Agencies must submit service requests to Admin in advance, as shown below:
  - Contact Admin at least 30 days prior to new service installations or office moves when existing network infrastructure exists.
  - Contact Admin at least 60 days prior to new service installations or office moves when existing network infrastructure does not exist. Longer advanced notice may be needed depending on customer requirements, location, vendor, etc.
- In order for Admin to support requests submitted outside the advance notice requirements, agency head and CIO approval may be required, and additional funding may be required to cover overtime, vendor fees and other costs.

Customer vs. Admin Responsibilities

This section identifies in detail Admin and customer responsibilities for these service offerings.

Responsibilities	Admin	Customer
Contact Admin with requests for new service installations or office moves according to Admin's advance notice requirements (see Additional Service Notes).		X
Provide the proper connectivity from the customer LAN to the MetroNet.		X
Provide a 24/7 agency point of contact for Admin to contact for reporting and coordinating outages or emergency maintenance.		X
Contact the DTO Service Desk to report problems or request assistance.		X
Ensure that network closets at agency facilities have utility power protection (e.g., UPS) and appropriate cooling equipment as needed.		X
Pay for wiring and cabling required to provide LAN service.		X
Provision, hosting, replacement and upgrade of virtual firewall infrastructure.	X	
Installation of agency-owned/leased LAN devices.	X	
Installation of agency-owned/leased physical firewalls.	X	
Requirements analysis, functional specification development, and design for LAN installation and expansions.	X	
Provision, hosting, replacement and upgrade of virtual firewalls.	X	
Fault and performance monitoring.	X	
Capacity planning.	X	
Create documentation in support of the LAN infrastructure.	X	
Define network standards for connectivity for the LAN infrastructure.	X	
Work with vendors to maintain product compatibility updates and refreshes.	X	

All services are delivered in compliance with State of South Carolina Information Security policies, as presented in SCDIS-200.